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# across the board

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January 2003

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## New complaint process in place for EPCOR's RRO customers in the Aquila service area

**E**LECTRICITY CONSUMERS IN EPCOR's Aquila service area may receive a \$75 credit on their electricity bill if consumption mistakes go unresolved.

In early November, the Alberta Government passed a new regulation requiring a utility to compensate its customers when bills inaccurately represent the amount of electricity used. Due to a large number of consumer complaints, Energy Minister Murray Smith determined that EPCOR's RRO customers in the Aquila Networks Canada service area will be compensated for billing errors.

The regulation allows customers to file a complaint with the EUB if they

believe their bill inaccurately reflects the electricity they used, also known as consumption. The EUB will assess the complaint and decide if it should be forwarded to EPCOR.

If EPCOR does not resolve the complaint within 60 days of receiving it from the EUB, or if the original bill was found to be significantly inaccurate, then customers may receive a \$75 credit on their account.

This new complaint process applies only to

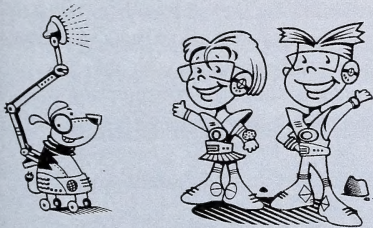
- EPCOR RRO customers in the Aquila service area;
- EPCOR/Aquila electricity bills issued on December 2, 2002, or later; and

(continued on page 2)

## Kids explore the world of oil and gas on line

On the EUB's new children's Web site, RO-VR the EnerBot and Enerbuddies Emmy and Nick take kids on a journey through time to show the amazing world of petroleum. Whether it's by making a sedimentary sandwich or figuring out the best route to lay a pipeline, kids will learn without even realizing it!

Log onto <[www.eubkidzone.gov.ab.ca](http://www.eubkidzone.gov.ab.ca)> and encourage your kids to start exploring the world of oil and gas.



## About the EUB

Our mission is to ensure that the discovery, development, and delivery of Alberta's resources take place in a manner that is fair, responsible, and in the public interest. We regulate oil, natural gas, oil sands, coal, hydro and electric energy, pipelines, and transmission line development. On the utilities side, we regulate investor-owned natural gas, electric, and water utilities to ensure that customers receive safe and reliable service at just and reasonable rates. Regulation is done through four core functions: adjudication and regulation, applications, surveillance and enforcement, and information.

Are you an EPCOR RRO customer in the Aquila service area? Check your bill to find out.

Page 2 of 2

**Your utilities bill**  
Statement Date July 18, 2002

**MARY SMITH**  
For service at 205 ANY STREET  
Your account number 200000000

**Details of your previous payments**

Amount of your last bill	\$121.14
Payment by mail on June 1	121.14
Amount overdue from your last bill	\$6.00

**Details of your new charges**

**ELECTRICITY**  
Provided by **EPCOR**

Site #0278020002 - 18541 RRD RD - 50 kWh

Reading posted on 07/18/02  
A meter reading of 77438 was taken by your delivery provider on 07/18/02  
Metered Consumption to Jun 22 151.3 kWh  
Estimated Consumption Jun 23 to Jul 15 3,02.5 kWh  
Amount of electric energy you used in the period 453.8 kWh

Cost of electricity

Fixed Service Charge	\$7.75
453.8 kWh at \$0.44 per kWh	\$20.15

Meter reading and delivery provided by and billed on behalf of  
**UTILICORP NETWORKS CANADA 1-800 332-1002**

Cost of delivering electricity to you (Delivery Charges July 1 to July 31, 2002)

Distribution charge	48.25
Transmission charge	14.94
Rate Rider charge	13.74
<b>Total</b>	<b>\$114.28</b>
GST (registration #R664053487) at 7% on \$114.28	7.99
<b>Your total electricity charges</b>	<b>\$122.25</b>
\$74.68 has been paid to your delivery provider	

**TOTAL NEW CHARGES** \$122.25

**For your information**

- **LATE PAYMENT CHARGE**  
We charge a one-time late payment charge of 2.5% on amounts outstanding after the due date shown.
- **PLEASE ALLOW TWO BUSINESS DAYS NOTICE FOR CLOSING ACCOUNTS**  
The customer in account is responsible for all charges until service is formally disconnected.

To determine if the regulation applies to you, check the Site ID line on your bill. If the ID number begins with a "4" and "RRO" appears in the description following the ID number, you are eligible for the new complaint process for bills issued on or after December 2, 2002.

This new regulation applies only to concerns about the amount of electricity you use. This is typically shown as kWh or kilowatt hours. Complaints that are not specifically related to electricity consumption will not be considered under this Regulation.



## For Your Information...

## Recent EUB Publications

## Interim Directives

**December 4:** Draft IL: Enforcement: EUB Enforcement Process, Generic Enforcement Ladder, and Field Surveillance Enforcement Ladder, a draft IL for review and comment (deadline for feedback: January 20, 2003)

**November 15:** ID 2002-DRAFT: 1) Isolation Packer Testing, Reporting, and Repair Requirements; 2) Surface Casing Vent Flow/Gas Migration Testing, Reporting, and Repair Requirements; 3) Casing Failure Reporting and Repair Requirements (draft for input)

## General Bulletins

**November 29:** GB 2002-18: New Report on Industry Proactive Compliance

## Publications

**November 29:** ST 99: Proactive Compliance Report 2001

**November 21:** File for Petroleum Registry Users: Facility ID - Terminal Facilities Not Converted (contains terminal codes for terminals not converted to the Petroleum Registry as of November 20, 2002)

**November 8:** Public Safety and Sour Gas Quarterly Report (July-September 2002)

**November 8:** Guide 56 - Temporary Process for Licensing Facilities: For facilities with previous approvals missed during retrospective licensing and facilities constructed without approvals

## Recent Decisions

**December 4:** Decision 2002-102: ATCO Electric Ltd. Isolated Generation Reclamation Costs Negotiated Settlement — The EUB issues a decision for ATCO Electric Ltd. regarding the negotiated settlement of the isolated generation reclamation application. The settlement addresses reclamation issues at ATCO Electric Ltd.'s isolated generating sites.

**November 26:** Decision 2002-100: ATCO Pipelines - Application for a Board Order regarding Nova Gas Transmission Ltd. - Cost of Service Study and Hearing 2003 — The EUB issues a decision for ATCO Pipelines regarding its application asking the EUB to order NOVA Gas Transmission Ltd. to file a cost of service study by year-end and convene a hearing in the first quarter of 2003 to review the study.

**November 26:** Decision 2002-101: Centrica Canada Limited Application to Construct and Operate a Sweet Natural Gas Pipeline and Sweet Oil Effluent Pipeline, Redwater Area

**November 20:** Decision 2002-098: The EUB issues a decision for ATCO Electric Ltd regarding a depreciation adjustment for its isolated generating units to the end of 2000. The depreciation adjustment payment due to ATCO Electric because of a change in depreciation method will allow the book value of these generating units to be brought in line with values to be used subsequent to deregulation of the electric industry.

**November 19:** Decision 2002-094: The EUB issues a decision for EPCOR Energy Services (Alberta) regarding a securitization agreement for its 2001 Regulated Rate Option balance remaining to be collected from customers, known as the shortfall collection charge.

**November 19:** Decision 2002-095: The EUB issues a decision for ATCO Electric Ltd. in response to an application filed as directed in an earlier EUB decision. Decision 2002-095 addresses adjustments to an asset transfer, certain 2001/2002 outsourcing arrangements, and General Rate Application issues involving affiliated companies.

**November 19:** Decision 2002-096: The EUB issues a decision for ATCO Pipelines South in response to an application filed as directed in two earlier EUB decisions. Decision 2002-096 addresses adjustments to an asset transfer, certain 2001/2002 outsourcing arrangements, and General Rate Application issues involving affiliated companies.

**November 19:** Decision 2002-097: The EUB issues a decision for ATCO Gas South in response to an application filed as directed in three earlier EUB decisions. Decision 2002-097 addresses adjustments to General Rate Application issues, an asset transfer, and certain 2001/2002 outsourcing arrangements involving affiliated companies.

**November 14:** Decision 2002-093: The EUB issues a decision for TransAlta Utilities Corporation for disposition of certain assets that were excluded from the sale of its transmission business to AltaLink Management Ltd.

## News Releases

**November 29:** NR 2002-26: EUB Sets Forth Information Required for Electricity Billing Complaints Program Starting December 2, 2002

## Recent AGS Publications

**December 3: Map 207D:** Quaternary Geology of Southern Alberta (digital version)

**December 3: Map 213D:** Quaternary Geology of Central Alberta (digital version)

**November 12:** ESR 2000-01: Structural-Emplacement Model for Kimberlitic Diatremes in Northern Alberta

## New complaint process in place for EPCOR's RRO customers in the Aquila service area

(con't from page 1)

- bills that inaccurately reflect the amount of electricity used.

Bills issued before December 2, 2002, are not eligible for this new complaint process. In fact, most bills received during the first week of the program (December 2-6) will not be eligible, as bills normally take up to a week to reach customers by mail. However, if a past error remains on a customer's bill after the December 2 deadline, the EUB will investigate it.

If you meet the above qualifications, you may submit a complaint to the EUB call centre by telephoning 1-866-215-1181, toll free, from Monday to Friday, 7:00 a.m. to 9:00 p.m., and Saturday, 9:00 a.m. to 5:00 p.m.

If a meter reading conducted in response to a complaint shows that the disputed bill was reasonable and the EUB considers the complaint to be frivolous or vexatious, the EUB may order the customer to pay a meter reading charge of up to \$75.

Eligible EPCOR customers received a pamphlet in their December bills outlining how to prepare a complaint for the EUB.

Customers served by other electricity providers should continue to contact their utility provider with any concerns about the consumption on their bill. ♦

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If you are interested in receiving this free publication, please fill out the following form and fax it back to us at **(403) 297-3757** or mail it to the address at the bottom of this page. You may also call **(403) 297-8970** to be put on the mailing list.

**Please check one:**

- ☐ Yes, I wish to receive Across the Board.      ☐ No, please take me off the list.      ☐ I am a current subscriber and want to submit comments about Across the Board

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- ☐ Paper copy, via regular mail.
- ☐ Email alert, with a direct link to an electronic version on the EUB Web site.

**Your contact information:**

Name: \_\_\_\_\_ Company: \_\_\_\_\_

Address: \_\_\_\_\_ City/Town: \_\_\_\_\_ Province: \_\_\_\_\_

Postal code: \_\_\_\_\_ Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**Tell us what you think**

We would like to know more about you, our readers: What do you think of Across the Board? How can we improve it?

**In your opinion:** (1-strongly disagree, 2-disagree, 3-undecided, 4-agree, 5-strongly agree)

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| • The newsletter is credible.                             | 1 | 2 | 3 | 4 | 5 |
| • Information is relevant.                                | 1 | 2 | 3 | 4 | 5 |
| • The newsletter provides enough detail.                  | 1 | 2 | 3 | 4 | 5 |
| • The newsletter contains the information I want to know. | 1 | 2 | 3 | 4 | 5 |
| • The newsletter is easy to understand.                   | 1 | 2 | 3 | 4 | 5 |
| • The newsletter is designed for easy reading.            | 1 | 2 | 3 | 4 | 5 |

General comments/suggestions for future issues: \_\_\_\_\_

**Your affiliation** (please check one)

- ☐ Energy industry (oil, gas, oil sands, coal, pipeline, services)
- ☐ Utilities industry (gas, electricity)
- ☐ Government
- ☐ Alberta provincial      ☐ Federal      ☐ Municipal      ☐ Other provincial government      ☐ Other
- ☐ General public
- ☐ Education community
- ☐ Nongovernment group
- ☐ Academic institution
- ☐ Other

Please fax this form to **(403) 297-3757** or mail it to: Across the Board newsletter  
Communications  
Alberta Energy and Utilities Board  
640-5 Ave. S.W., Calgary, AB T2P 3G4





## Enforcement ladders key tool in industry compliance

**T**HE EUB'S ENFORCEMENT process detailed in Informational Letter (IL) 99-4 establishes guidelines for EUB enforcement actions when dealing with regulatory noncompliance. The purpose of EUB requirements is to ensure orderly and responsible energy development by protecting public safety, minimizing environmental impacts, and improving conservation.

The EUB applies four steps when a noncompliant event takes place. In step one, the EUB determines the consequences of noncompliance. A noncompliant event is Major if it results in an immediate or potential threat to public safety, the environment, resource conservation, has adverse emission impacts, or impacts stakeholders by more than \$50,000. A noncompliant event is Serious if it also demonstrates disregard or fraudulent activity. Minor noncompliance has impacts or potential impacts less than Major or Serious.

The Minor, Major, and Serious categories all have an enforcement 'ladder' associated with them that companies are placed on when a noncompliant event takes place. Each ladder has levels, which are like the rungs of the ladder. Each rung, from one to four, has escalat-

ing consequences for companies. Level 3 and 4 enforcement actions are required when there is an initial Serious noncompliance, and/or this is a repeat Major or Serious offence, and/or there is a failure to respond to the EUB.

In step two, the company enters the enforcement ladder at the appropriate level and the EUB applies the appropriate action. In step three, the EUB sends correspondence to the company outlining what's wrong, what's expected, deadline dates, and escalating consequences. Step four begins when a company responds; the EUB analyzes the company's response and either closes the file if the response is acceptable or, if it is not, applies enforcement and/or escalating consequences. The EUB reserves the right to enforce and/or escalate a noncompliance issue to any level should conditions warrant.

The goal of EUB regulatory compliance is efficient, accountable energy and utilities industries that desire compliance as part of their corporate culture, recognizing that the cost and impact of noncompliance are too great to ignore. The EUB believes these industries should be self-correcting, not self-regulating. ♦

**The goal of EUB regulatory compliance is efficient, accountable energy and utilities industries...**

### Revised informational letter on the EUB enforcement process available for stakeholder review

The EUB has prepared a draft informational letter (IL) updating its *IL 99-4: EUB Enforcement Process, Generic Enforcement Ladder, and Field Surveillance Enforcement Ladder* for stakeholder review. This replacement IL is the result of a scheduled review of the enforcement process and incorporates experience gained and feedback received from stakeholders. Enhancements in this draft IL include public disclosure of Level 3 and Level 4 enforcement information; clarification of what constitutes licensee self-disclosure; detail on acquisitions and the role of enforcement.

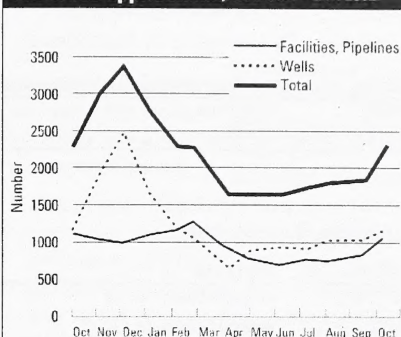
Consultation has been conducted through industry review committees and open seminars at the Metropolitan Centre in Calgary. The draft IL on the enforcement process is posted on the EUB Web site at <[www.eub.gov.ab.ca/BBS/enforcement/default.htm](http://www.eub.gov.ab.ca/BBS/enforcement/default.htm)>. Feedback regarding the IL is requested by January 20, 2003 and may be forwarded to:

Eric Deegan  
Corporate Compliance Group, EUB  
640-5 Avenue S.W., Calgary, Alberta, T2P 3G4  
E-mail: <[eric.deegan@gov.ab.ca](mailto:eric.deegan@gov.ab.ca)>, Telephone: (403) 297-6948

## Applications Summary

Facilities applications, 2002	October
Production facilities	162
Pipelines	1019
Wells	1218
Total received	2399
Total approved	2133
Closed	32
Withdrawn	64

### Facilities applications, Oct. 2001 - Oct. 2002



Resource applications, 2002	October
Equity (rateable take, common carrier, common purchaser, common processor, compulsory pooling, special spacing)	.95
Conservation (resources - oil, gas, and in situ bitumen; gas removal, enhanced recovery, water disposal, concurrent production, underground storage, commingled production, reserves)	.128
Depletion administration (good production practice, penalty relief)	.18
Corporate (transfer)	.4
Mining (coal and mineable oil sands)	.5
Total received	.250
Total completed	.200

Utilities applications, 2002	October
Electric	.14
Gas	.8
Facilities	.13
Franchises and others	.18
Total received	.53
Total completed	.39

Corporate transfers and name changes applications, 2002	October
Well licence transfers	.3074
Well licence name changes	.679
Pipeline licence transfers	.381
Facility licence transfers	.159
Total received	.4293
Total completed	.3490



This list is subject to change at any time, so please check the complete list of upcoming public hearings on the EUB Web site at <www.eub.gov.ab.ca/bbs/applications/hearings/hearings.pdf>.  
If you do not have Internet access, contact EUB Information Services at (403) 297-8190.

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## Upcoming Public Hearings

Application No.	Applicant	Hearing Purpose
1275400	Baytex Energy Ltd.	Common Carrier/Allocation of Production
1275661	PrimeWest Energy Inc.	Amendment of Existing Allowable Production Limitation - Dawson Notikewin A Pool
<i>Start Date: January 15 at Govier Hall, Energy and Utilities Board Building, 640-5th Ave SW, Calgary</i>		
1280440	PrimeWest Energy Inc.	Notice of Review Proceeding S. 40 Review - ERCA - Pipeline Licence 33947 Dawson Area
<i>Start Date: January 22 at Govier Hall, Energy and Utilities Board Building, 640-5th Ave SW, Calgary</i>		
1275405	Belair Energy Corp.	Sour gas well application - Lochend Field
<i>Start Date: February 4 (tentative)</i>		

## Pending Decisions

Application No.	Applicant	Hearing Purpose
1058461 et al.	Anderson Exploration Ltd.	Approval to produce gas
1078980	Anderson Exploration Ltd.	Section 43 review Applications 1069381 and 1069382 - Approval to produce gas
1086353	Franco-Nevada Mining Corporation	Section 42 review Applications 1039410 and 1047055 - Approval to produce gas
1073875	Anderson Exploration Ltd.	Review of the impact of continued gas production on bitumen recovery
1062688 et al.	AEC Oil and Gas (AEC)	Approval to produce gas
1085736 et al.	BP Canada Energy Company	Approval to produce gas - Leismer field
1085793	Petro-Canada Oil and Gas	Shut-in gas production - Chard area
1089982 et al.	Paramount Resources Limited	Approval to produce gas
1090128 et al.	Rio Alto Exploration Ltd.	Approval to produce gas
1256085	PanCanadian Resources Corporation	Application to shut in gas - Christina Lake
1097090	EUB Staff Submission Group	Potential impact of gas production on bitumen recovery
1254039	ExxonMobil Canada Ltd.	Applications for sour gas wells - Crossfield field
1254040	ExxonMobil Resources Ltd.	
1073941 et al.	Encana Corporation	Special gas well spacing, well licences and natural gas pipeline system - Centron and Strathmore fields (Applications No. 1249836, 1249838, 1249839, 1249840, 1249842, 1249843, 1249845, 1253483) Section 39 review request by J. Keer of Application No. 1268446
1086695 et al.	Canadian Natural Resources Limited	New and amended primary recovery schemes
1277165 et al.		Applications for 55 well licences - Lindbergh Sector Cold Lake Oil Sands Area
1259219	Bonterra Energy Corp.	Sweet gas well licence application
1248262	Petrovera Resources Limited	Primary recovery scheme - Applications for 16 well licences - Lindbergh Sector Cold Lake Oil Sands Area
1086164 et al.		
2000234	ATCO Electric Ltd., ATCO Gas and Pipelines Ltd., Northwestern Utilities Limited (ATCO Group)	Affiliate Transactions and Code of Conduct Proceeding; Part B: Code of Conduct
1253701	Elk Point Resources Inc.	Applications for sour gas wells, facilities and pipelines - Wildwood Field
1253703		
1261233		
1273217	BP Canada Energy Company	Rateable take - Blackstone Beaverhill Lake A Pool
1210269	Glacier Power Ltd.	Construct and operate 80 MW hydro-electric project near Dunvegan
[2000198]		

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### Tell us how we're doing

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### For EUB publications or inquiries, contact: EUB Information Services

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E-mail: <EUB.AGS-InfoSales@gov.ab.ca>  
Web: <www.ags.gov.ab.ca>

### Questions, Complaints, Problems?

**Utilities:** For information or to file a consumer utility complaint, contact us at:  
EUB Utilities Branch, 10th floor, 10055-106 Street, Edmonton, Alberta T5J 2Y2  
Telephone: (780) 427-4901\* Fax: (780) 427-6970  
Complaints: (780) 427-4903\*  
E-mail: <utilities.concerns@eub.gov.ab.ca>

**Oil and Gas:** For information or complaints about new or existing oil and gas developments and facilities, we recommend contacting the operating company first. If the company does not respond appropriately, you may contact the nearest EUB Field Centre.

### EUB Field Centres (24-hour service)

Bonnyville	(780) 826-5352*
Drayton Valley	(780) 542-5182*
Grande Prairie	(780) 538-5138*
Medicine Hat	(403) 527-3385*
Midnapore	(403) 297-8303*
Red Deer	(403) 340-5454*
St. Albert	(780) 460-3800*
Wainwright	(780) 842-7570*

\*To call toll free from anywhere in Alberta, dial 310-0000 and enter the phone number, including area code, or press zero for a RITE operator.

### Across the Board Advisory Committee

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Barbara Kapel Holden, Harry Lillo, Becky Torrance  
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